

SOFTWARE SUPPORTING COORDINATED SENIOR TRANSPORTATION

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| Pilot Objective: | The key objective is to identify and implement technology/software programs that can handle multiple eligibility criteria and billing methodologies. |
| Geographic Area: | Yakima County – outside of Yakima Transit service area. |
| Pilot Partners: | People For People, Washington State Department of Transportation, and Yakima County Aging and Long Term Care, Federal Transit Administration |

PROBLEM STATEMENT:

People for People (PFP) is a community transportation broker and provider in Yakima County. The non-profit agency manages multiple contracts with multiple funding sources to provide transportation services to the general public and specific populations throughout the county. Each contract has different eligibility requirements and different billing and invoice methodologies. Currently, PFP's software system is unable to accurately determine program eligibility and/or provide multiple billing options. PFP must figure all cost sharing manually and schedulers have to determine where to record the trip. Many labor hours each month are spent reviewing data to determine where cost sharing can be provided, and in most cases trips are assigned to one program rather than cost sharing.

PROPOSAL SUMMARY:

This project will identify how and if the current software used by People for People (Trapeze) can handle the eligibility determination and cost sharing for senior transportation services under three contracts – Yakima County Aging and Long Term Care, Job Access Reverse Commute (JARC) grant, FTA 5311 formula grant for non-urbanized areas, and Washington State Rural Mobility grant.

Step 1: Existing Conditions Analysis: Review current cost-allocation plans, technology, and software programs; and identify eligibility criteria and billing basis for each contract to be included in software.

Step 2: Requirements Analysis: Identify the software requirements needed to accurately determine multiple program eligibility and multiple billing options.

Step 3: Recommendations: Review software options that are compatible to multiple eligibility criteria and billing methodologies. Develop report for the Federal Opportunities Workgroup outlining findings and recommendations.

Step 4: Implementation: After securing funding, develop the technology and modify or create a software system for coordinating and sharing all trip costs equitably across PFP programs (JARC, Older American's Act (ALTC), FTA 5311, and Rural Mobility).

ESTIMATED TIMEFRAME: The project partners anticipate that Steps 1-3 can be completed by December 1, 2010, and that Step 4 – if funded – could be completed by June 2011.

PROJECT QUESTIONS:

1. Is there a software program that will accurately determine multiple program eligibility and/or provide multiple billing options for four funding sources for senior transportation? If so, what is it? If not, can it be developed?
2. After the pilot, can additional funding sources and their eligibility requirements and cost allocation agreements be easily be accommodated by the software?